

# Your Privacy Comes First



Our customers' privacy and confidentiality of personal information is of the highest importance and fundamental to the way Energy+ does business.

At all levels of our organization, we have robust systems and processes in place to help ensure that your privacy and data are protected.





# Our Commitment to You

We're committed to keeping your information safe and secure.

We adhere to strict privacy laws under the federal *Personal Information Protection and Electronic Documents Act* (PIPEDA), the *Municipal Freedom of Information and Protection of Privacy Act* (MFIPPA), and conditions of the Ontario Energy Board issued Electricity Distribution License for Energy+.

## 10 Principles for Protection of Your Personal Information:

- Accountability
- Obtaining Consent
- Limiting Use, Disclosure & Retention
- Safeguards
- Individual Access
- Identifying Purpose
- Limiting Collection
- Accuracy
- Openness
- Challenging Compliance

**Learn more about Our Commitment to Protect Your Privacy.**

[www.energyplus.ca/privacy](http://www.energyplus.ca/privacy) • [privacy@energyplus.ca](mailto:privacy@energyplus.ca)